

TTNET Trouble Shooting Guide

This guide has been created to better assist TTNNet customers in troubleshooting and elevating issues. By following this guide you should be able to correct common issues associated with your service, elevate service/billing issues to the correct location, and get your service/billing fixes faster than if you did not follow this guide.

Calling the TTNNet service line: Dial 444-0375, follow the prompts for English. Use your phone number, ticket number or customer number if it does not work just keep trying and eventually (5-6 attempts) it will connect you to one of their operators. You will need to give them your information and they can open a ticket for you. Having your customer number available will help them help you. Try using another member's phone if you can't make calls from work and don't have a cellphone.

NOTE: TTNNet is able to see usage patterns on your account, do not make false claims.

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INTERNET Trouble Shooting

What to do if you are having internet issues

Users who have TTNET service and are experiencing an outage

For Users who have TTNET service, please review below:

- A green power light, green internet light, and steady green telephone light confirms active service.

- Any red light or flashing green lights means you have an outage. Open a ticket at 444-0375 or BaseFix

NOTE: WiFi has the ability to be disabled from a small black button on the front of the device. Please toggle this button until the WiFi light is green. This light should be green regardless of receiving service.

- a. If you have access to your router please restart it and see if this fixes the problem. If this does not work and your internet service has been out for more than a day please call the TTNet [service line \(444-0375\)](tel:444-0375) and open a ticket.
- b. If your service keeps dropping in and out please call the TTNet [service line \(444-0375\)](tel:444-0375) to have them check the router or send a technician to your house for testing.

Users who are still awaiting TTNET service activation

If you're service still has not been activated, you must ensure your paperwork was properly processed go to the TTNET Kiosk and ask for your customer number. Until the Adana TTNet office receives and completes processing on your paperwork you will not have a customer number.



2 months no service, Customer Service Needed.oft

Users who are being billed for service, but are not/were not aware of receiving service

Please go to the Kiosk in the BX or call the [service line \(444-0375\)](tel:444-0375) after 5 days of notification. After 2 week if you still do not have service fill out and send the below email to inform TTNet.



Customer Service Needed.oft

You can get your customer number from a bill or by asking for it from base fix (bldg:955 Phone:676-5016)

Try using another members phone if you can't make calls from work and don't have a cellphone.

TELEPHONE Trouble Shooting

Prior to submitting a trouble ticket, please ensure you check the following:

- Ensure that your telephone is connected to the same port that is green on the front of your router.
- Telephone is powered if necessary.
- Telephone light on the front of the router is solid green. If blinking light contact TNet [service line \(444-0375\)](tel:444-0375) and open a ticket.
- Turkish Telephone service does not have the standard US dial tone; they have a steady tone here.

If the above solutions/information does not remedy your issue, you must call the [service line \(444-0375\)](tel:444-0375) from a different phone and open a ticket.

If you can make calls, but cannot receive calls and/or vice versa, you must call the [service line \(444-0375\)](tel:444-0375) and put a ticket in with them regarding your issues.

Try using another member's phone if you can't make calls from work and don't have a cellphone.

TTNet Dialing Guide

Dialing from DSN: 99-502-XXXX
Dialing to DSN: 316-XXXX
Dialing from Cell Phone: 0-322-502-XXXX
TTNET to TTNET: 502-XXXX
Dial 112 for Emergency Services
Dial Tone will be a long steady tone. If you receive a "fast busy" signal, this indicates a problem. Calling out incurs a 0.1TL (5¢) per minute charge. No charge for received calls.
TTNet service line 444-0375 (No charge from a TTNet phone)

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TIVIBU Trouble Shooting

Please go to or call BaseFix (bldg:955 Phone:676-5016) or call the TNet [service line \(444-0375\)](tel:444-0375). Follow the prompts for English. Use your phone number or ticket number, if it does not work keep trying and eventually (5-6 attempts) it will connect you to one of their operators. You will need to give them your information and they can open a ticket for you. Having your customer number available will help them help you. You can get your customer number from a TTNet bill or by asking for it from base fix (bldg:955 Phone:676-5016). A customer number is 10 digits long and starts with 701.

Try using another member's phone if you can't make calls from work and don't have a cellphone.

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Billing Issues

Please go to or call BaseFix (bldg:955 Phone:676-5016) Let them know about your billing issue and explain what you have done to fix it. Bring as much documentation on the matter as you can. Providing proof is the best way to get your billing issue resolved.

TTNet can see data usage on your account, if there is usage someone will need to pay for the month.

Welcome

Aylık Transfer - [Redacted]

Kullanıcı Bilgilerini Giriniz.

DSL/FTTX ☐ DSL ☒ FTTX

Hizmet No [Redacted]


Kullanıcı Adı [Redacted] ?

DSL Telefon [Redacted]

Ay Sayısı 12

Sorgula

Formu Temizle

Aylık Transfer [Toplam 8 Kayıt] 

Yıl	Ay	Toplam Upload	Toplam Download	Kullanıcı Adı
2014	Ekim	3.6 GB	49.73 GB	322502 [Redacted] @ttnetincirlik
2014	Eylül	2.86 GB	66.23 GB	322502 [Redacted] @ttnetincirlik
2014	Ağustos	2.02 GB	35.79 GB	322502 [Redacted] @ttnetincirlik
2014	Temmuz	2.95 GB	62.46 GB	322502 [Redacted] @ttnetincirlik
2014	Haziran	2.2 GB	57.34 GB	322502 [Redacted] @ttnetincirlik
2014	Mayıs	1.88 GB	58.28 GB	322502 [Redacted] @ttnetincirlik
2014	Nisan	95.89 GB	42.67 GB	322502 [Redacted] @ttnetincirlik
2014	Mart	19.22 GB	27.83 GB	322502 [Redacted] @ttnetincirlik

If you are being charged for service that you were not aware of you need to explain to TTNNet why you were not aware of the service.

Example: The modem was installed without my knowledge and was place behind furniture out of sight in my room. I was never notified that my router was installed or that my billing cycle had started. With the router being out of sight and me having no knowledge of it being installed, there is no way I could be aware of service.

Common issues with TTNet

1. People PCS w/o cancelling service properly
 - a. Go to the kiosk and cancel your service the day prior to TMO pick up. Bring your TIVIBU equipment and remote if you have it.
 - b. Pay your final bill on the day you cancel service. Do not set up for account cancellation on a future date, your bill will change leaving your account delinquent. If you are missing equipment you will have to pay for it to close your account. If you don't cancel your service the next person that moves to your residence will be denied service!
 - c. BaseFix will also ask for a connection fee when you cancel this is normal as they do not collect the fee when you activate service with them.
2. ADSL cancellation is the customers responsibility
 - a. If you change from ADSL to TTNet fiber you are responsible for ensuring your ADSL service is cancelled. If you don't properly cancel your service you will be held liable for paying both ADSL and TTNet fiber internet bills.
 - b. Member must ensure they are paying their TTNet fiber bill and not their ADSL bill after they transfer service. Payments to the wrong account will not be refunded.
 - c. **KEEP YOUR CANCELLATION RECEIPT** and have BaseFix sign it.
3. All Dorm residents should keep the black router where they can monitor the lights.
 - a. TTNet does not accept the excuse that you did not know you had service because the router is in your room. If all the lights are green you have service. If you cannot see your router you can't see that you have service.
4. Temporary freeze on TTNet services.
 - a. You can freeze your TTNet account up to 3 times per year for a max of 6 month.
 - b. If you will be gone for a whole month (1st – last day) you can freeze your account. TTNet will turn off services and you will not be billed.
 - c. Only the billing for internet will stop TIVIBU and telephone bills cannot be frozen
 - d. Example: You should not be billed for November if you freeze your internet on 30 October and unfreeze the account on 1 December.
5. If you receive notification that your service has been activated and the billing process has begun you need to check your router regularly. If the router is still red 5 days after notification you need to contact the [service line \(444-0375\)](tel:444-0375), go to the Kiosk or both to stop the billing of your account until service is restored.
6. WiFi has the ability to be disabled from a small black button on the front of the modem. Please press and hold this button until the WiFi light is green. This light will be green regardless of receiving internet service.
7. If you cannot log into your WiFi with the password on the back of your router or your wifi is disabled and the button does to enable it you will need to log into your router.
 - a. Connect a laptop/computer to the router with an Ethernet cable.
 - b. In a web browser type 192.168.1.1 in the address bar.
 - c. Change the language to English by clicking the British flag.
 - d. Log into the router **Username:** admin **Password:** admin
 - e. For WiFi select the "Wireless" tab.
 - f. Now make the required changes, or ask someone that know what they are doing if you don't. Ask Base fix if they can help.

8.